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FCC Form 481 - Carrier Annual Reporting
Data Collection Form

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	219013
<015>	Study Area Name	T-Mobile South LLC
<020>	Program Year	2017
<030>	Contact Name: Person USAC should contact with questions about this data	Rhonda R. Thomas
<035>	Contact Telephone Number: Number of the person identified in data line <030>	4253834000 ext.4215
<039>	Contact Email Address: Email of the person identified in data line <030>	rhonda.thomas63@t-mobile.com
	Form Type	54.313 and 54.422

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

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<039>	Contact Email Address - Email Address of person identified in data line <030>	rhonda.thomas63@t-mobile.com

<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing \$54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

219013_FL_112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

Yes
Yes
Yes
Yes
Yes
Yes

(300) Unfulfilled Service Request Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<300> Unfulfilled service request (voice)	0
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<310> Detail on attempts (voice)	Name of Attached Document
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<320> Unfulfilled service request (broadband)	
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<330> Detail on attempts (broadband)	Name of Attached Document
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(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	rhonda.thomas63@t-mobile.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

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<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes

2015 CTIA Certification.pdf

<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance
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(600) Functionality in Emergency Situations Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	rhonda.thomas63@t-mobile.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	Line 610.pdf

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<039>	Contact Email Address - Email Address of person identified in data line <030>	rhonda.thomas63@t-mobile.com
<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	

[illegible]

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[illegible]

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<810>	Reporting Carrier	T-Mobile South LLC
<811>	Holding Company	T-Mobile USA, Inc.
<812>	Operating Company	T-Mobile South LLC

[illegible]

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<900> Does the filing entity offer tribal land services? (Y/N) Yes

<910> Tribal Land(s) on which ETC Serves

Big Crypress Reservation, Brighton Reservation, Fort Pierce Reservation, Hollywood Reservation, Immokalee Reservation, Miccosukee Reservation, and Tampa Reservation

<920> Tribal Government Engagement Obligation

219013_FL_920.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

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<1000>	Voice services rate comparability certification	Not Applicable
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Name of Attached Document

<1020> Broadband comparability certification

Name of Attached Document

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<1100>	Certify whether terrestrial backhaul options exist (Y/N)
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Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<1210> Terms & Conditions of Voice Telephony Lifeline Plans

219013_FL_1210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- | | |
|--|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

--

Name of Attached Document Listing
Required Information

Name of Attached Document Listing
Required Information

FCC Form 481

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July 2013

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(3005) Rate Of Return Carrier Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No) <input type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No) <input type="radio"/> <input type="radio"/>
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No) <input type="radio"/> <input type="radio"/>
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.	<input type="checkbox"/>
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information

(3005) Rate Of Return Carrier Additional Documentation (Continued)	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
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Financial Data Summary

(3027) Revenue	<input type="text"/>
(3028) Operating Expenses	<input type="text"/>
(3029) Net Income	<input type="text"/>
(3030) Telephone Plant In Service(TPIS)	<input type="text"/>
(3031) Total Assets	<input type="text"/>
(3032) Total Debt	<input type="text"/>
(3033) Total Equity	<input type="text"/>
(3034) Dividends	<input type="text"/>

(4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	
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Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	
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4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.	Name of Attached Document Listing Required Information	
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Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: T-Mobile South LLC	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/23/2016
Printed name of Authorized Officer: Chris Miller	
Title or position of Authorized Officer: VP, Tax	
Telephone number of Authorized Officer: 4253835931 ext.	
Study Area Code of Reporting Carrier: 219013	Filing Due Date for this form: 07/01/2016
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

[illegible]

<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	

[illegible]

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<811>	Holding Company	T-Mobile USA, Inc.
<812>	Operating Company	T-Mobile South LLC

[illegible]



Meredith Attwell Baker
President/CEO

August 4, 2015

Mr. John Legere
Chief Executive Officer
T-Mobile USA
12920 SE 38th Street
Bellevue, WA 98006-1350

Dear John:

Congratulations! This letter is to notify you that T-Mobile USA ("T-Mobile") has completed the recertification process for the CTIA Consumer Code for Wireless Service ("Voluntary Consumer Code") for the period January 1, 2015 – December 31, 2015, and is deemed compliant with the principles, disclosures and practices set forth in the Voluntary Consumer Code. Accordingly, T-Mobile is authorized to use and display the CTIA Seal of Wireless Quality/Consumer Information, subject to the terms and conditions set forth in the attached License Agreement.

Please ensure that the relevant employees of T-Mobile review the License Agreement before using the Seal. Use of the Seal constitutes acceptance of these terms and conditions. Upon request, we will provide two specimens (color and black/white) of the Seal for T-Mobile's use on its website or collateral materials. If you should have any questions concerning the recertification process or use of the Seal, please contact Thomas Power, CTIA's Senior Vice President & General Counsel, at (202) 736-3669 or tpower@ctia.org.

CTIA commends T-Mobile for its ongoing leadership and participation in the CTIA Voluntary Consumer Code, and we look forward to continuing to work with T-Mobile on this important industry initiative.

Sincerely,

Meredith Baker

c.c. Kelsey Joyce, Director of Legal Affairs, Marketing
Dave Miller, General Counsel

Attachment



EMERGENCY OPERATIONS PLAN

T-Mobile is able to function in emergency situations as set forth in Section 54.201(a)(2), which includes “a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.”¹ In particular, T-Mobile has the following capabilities to remain functional in emergency situations:

- Availability of fixed and portable back-up power generators at various network locations throughout T-Mobile’s network that can be deployed in emergency situations.
- Ability to reroute traffic around damaged or out-of-service facilities through the deployment of cell-on-wheels (“COWs”), redundant facilities, and dynamic rerouting of traffic over alternate facilities.
- A network control center that monitors network traffic and anticipates traffic spikes, and can then (i) deploy network facilities to accommodate capacity needs, (ii) change call routing translations, and (iii) deploy COWs to temporarily meet traffic needs until longer-term solutions, such as additional capacity and antenna towers can be deployed.
- The majority of sites not equipped with fixed generators have battery back-up systems installed to maintain service in the event of a widespread power outage.

¹ 47 C.F.R. § 54.202(a)(2).

T-Mobile USA Business Continuity Program Summary

T-Mobile USA, Inc. ("T-Mobile") is committed to safeguarding the interests of our customers, employees and stakeholders in the event of an emergency or significant business disruption. As a result T-Mobile has and maintains an enterprise-wide Business Continuity Program designed to provide effective responses to a wide variety of disruptive events. T-Mobile's Business Continuity Program is centralized in its design and decentralized in its implementation, promoting active involvement in the program by all lines of business in all locations.

Primary components of the T-Mobile Business Continuity Program include:

- Enterprise Business Continuity Project Initiation and Oversight
- Risk Evaluation and Controls
- Business Impact Assessment and Analysis
- Business Continuity and Disaster Recovery Strategic Direction
- Crisis Response, Emergency Response, and Operations
- Business Continuity Plan Development, Maintenance, and Exercising
- Awareness and Training Programs
- Public Relations and Crisis Response and Resumption Coordination
- Coordination with External Agencies

A team of certified Business Continuity professionals is responsible for documenting and developing enterprise standards, processes, and policies for all business continuity and disaster recovery needs throughout T-Mobile. This group supports the line of business continuity planning and defines enterprise tools and methodologies. This level of consistency across the lines of business enhances T-Mobile's overall planning and resumption efforts.

T-Mobile also maintains backup and alternate power sources at mission critical locations, and has information processing and telecommunications back-up sites that provide redundancy that is important to protecting key business information and services. Business Continuity Plans are housed in a centralized online repository, accessible to employees in office and remotely through a web browser. Additionally, hard copies of plans are available at multiple sites throughout the enterprise.

The T-Mobile USA Business Continuity Program is designed and maintained to proactively mitigate the risk of threats to T-Mobile's customers, employees, and stakeholders. As such the program is revised and updated as needed to address potential and emerging hazards.

For more information on the T-Mobile Business Continuity Program, please send inquiries to:
business.continuity@t-mobile.com

PROGRESS REPORT

THIS EXHIBIT IS BEING WITHHELD FROM PUBLIC INSPECTION

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Tribal Engagement

FCC Rule 54.313(a)(9) requires T-Mobile to consult with the federally recognized Indian Tribes within its ETC Service Area on matters related to the provision of telecommunications services on tribal lands. Specifically, an ETC must demonstrate that it has had “discussions with Tribal governments that, at a minimum, included:

- i. A needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- ii. Feasibility and sustainability planning;
- iii. Marketing services in a culturally sensitive manner;
- iv. Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and
- v. Compliance with Tribal business and licensing requirements. Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands. These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

T-Mobile’s ETC Service Area in Florida includes the tribal lands of 7 federally recognized Indian Tribes identified in Attachment A. T-Mobile has established a tribal engagement process with all federally-recognized tribes in its ETC Service Area. In particular, T-Mobile contacted each federally-recognized tribe within its ETC service area and:

- explained the purpose of these communications with the tribe, including outlining the requirements identified above and the additional guidance provided by the Office of Native American Programs (“ONAP”);
- provided T-Mobile contact information;

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- identified T-Mobile facilities and/or cell sites on tribal lands;
- identified available T-Mobile rate plans and service offerings, including its tribal Lifeline service offering; and
- requested information in response from the tribes to ensure that T-Mobile meets all applicable tribal requirements related to:
 - Deployment planning with a focus on Tribal community anchor institutions;
 - Feasibility and sustainability planning;
 - Marketing services in a culturally sensitive manner;
 - Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes;
 - Compliance with Tribal business and licensing requirements; and,
 - Any other needs, questions or concerns that the tribes may have.

In 2015, T-Mobile continued its discussions with Tribes within its ETC service area and, to help facilitate these discussions, T-Mobile prepared a detailed Questionnaire based upon ONAP Tribal engagement guidelines. Attachment B is a sample copy of the T-Mobile letter to the Tribes along with the Tribal Engagement Questionnaire. T-Mobile has on-going discussions with the Tribes within its ETC service area by mail, email and/or phone to address any questions or issues regarding its provision of telecommunications services on Tribal lands.

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ATTACHEMENT A

**FEDERALLY RECOGNIZED INDIAN TRIBES WITHIN T-MOBILE'S ETC SERVICE
 AREA IN FLORIDA**

Federally-Recognized Tribal Lands Within T-Mobile's FL ETC Service Area	Name of Indian Tribe
Big Cypress Reservation	Seminole Indian Tribe of Florida
Brighton Reservation	Part of Seminole Tribe
Fort Pierce Reservation	Part of Seminole Tribe
Hollywood Reservation	Part of Seminole Tribe
Immokalee Reservation	Part of Seminole Tribe
Miccosukee Reservation	Miccosukee Indian Tribe of Florida
Tampa Reservation	Part of Seminole Tribe

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ATTACHMENT B

SAMPLE T-MOBILE LETTER AND TRIBAL ENGAGEMENT QUESTIONNAIRE

2015

To Whom It May Concern:

As part of its on-going efforts to consult with tribal authorities on its provision of service on tribal lands, T-Mobile USA, Inc. (“T-Mobile”) provides this update to _____ Tribe, consistent with 47 C.F.R. § 54.313(a)(9), which requires recipients of federal high cost universal service support to consult with tribal authorities on issues with respect to its provision of service on tribal lands. T-Mobile provides commercial mobile radio service (“CMRS”), commonly referred to as cellular or wireless service, and has been designated as an Eligible Telecommunications Carrier (“ETC”) for purposes of federal high cost universal service support, in Florida, including all or part of the _____ Reservation. As an ETC eligible for high cost universal service support, T-Mobile has undertaken specific steps to meet its obligations to engage _____ Tribe in discussions regarding communications needs and requirements on _____ Reservation. T-Mobile has prepared the attached Questionnaire to assist _____ Tribe in identifying information for the tribal engagement process. We previously provided this Questionnaire last year, but would like to receive updated information to the extent available.

Over the last couple years, T-Mobile has undertaken several initiatives to meet its obligations under the tribal engagement process, including, but not limited to, providing _____ Tribe with the following information with respect to its provision of service on the _____ Reservation:

- in October 2012, T-Mobile sent the _____ Tribe an introductory letter explaining the tribal consultation requirements and providing information about T-Mobile and its provision of service on _____ Reservation;
- in November 2012, T-Mobile sent a follow-up letter to _____ Tribe as part of its on-going tribal consultation;
- in December 2012 and continuing in 2013, T-Mobile contacted _____ Tribe by email and/or phone in an attempt to address any questions with respect to its provision of service on _____ Reservation;
- in April and May 2013, T-Mobile sent to _____ Tribe a presentation containing information about the tribal consultation requirements and its provision of service on _____ Reservation;

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- in October 2013, T-Mobile provided the _____ Tribe with a copy of its universal service 2013 Annual Report filed with the Federal Communications Commission (“FCC”), consistent with 47 C.F.R. § 54.313(i);
- in December 2013 and January 2014, T-Mobile updated the _____ Tribe on matters related to the tribal engagement process and further explained T-Mobile’s tribal Lifeline offering;
- in June and July 2014, T-Mobile provided the _____ Tribe with a copy of its universal service 2014 Annual Report filed with the FCC, consistent with 47 C.F.R. § 54.313(i);
- in December 2014, T-Mobile provided an update on its tribal consultation with the _____ Tribe, along with a Questionnaire to address issues related to T-Mobile’s provision of universal service on _____ Reservation;
- in July 2015, T-Mobile provided the _____ Tribe with a copy of its universal service 2015 Annual Report filed with the FCC, consistent with 47 C.F.R. § 54.313(i); and
- in December 2015, T-Mobile provided a further update on its tribal consultation with the _____ Tribe, along with a Questionnaire to address issues related to T-Mobile’s provision of universal service on _____ Reservation.

Please let me know if you did not receive any of these documents and I will send you another copy.

T-Mobile recognizes the importance of making available to residents of _____ Reservation affordable options for their wireless telecommunications needs. T-Mobile’s enhanced Lifeline service is available to all eligible residents of _____ Reservation and includes:

- \$1.00 per month discounted rate plan (based on a \$19.99 per month rate plan less an \$18.99 discount for eligible residents of tribal lands);
- unlimited talk time;
- competitive terms and conditions of service, including no service contract and no early termination fee for cancelling service; and
- an affordable handset based upon available handset inventory at the time of activation.

In addition, T-Mobile’s generally available service offerings can be found at www.t-mobile.com.

T-Mobile looks forward to continuing to engage with _____ Tribe on its provision of service on the _____ Reservation. Please take a look at the attached Questionnaire and provide any responses you may want to share at your convenience. This Questionnaire is provided to help facilitate the tribal engagement process, but if you prefer, we can schedule a

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time to talk by phone or meet in person to discuss the communications needs of
_____ Tribe and the requirements for providing service on the _____
Reservation.

Please do not hesitate to contact me with any questions.

Respectfully,

T-Mobile USA, Inc.
12920 SE 38th Street
Bellevue, WA 98006

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T-MOBILE TRIBAL ENGAGEMENT QUESTIONNAIRE

December 2015

*This Questionnaire has been prepared by T-Mobile to assist in the tribal engagement process, consistent with 47 C.F.R. § 54.313(a)(9), by collecting information about the Tribe's telecommunications needs and requirements for operation on Tribal Lands. The Information provided by the Tribe to T-Mobile will be used solely for the purpose of the tribal engagement process and will not be used for any other purposes. **Please attach additional pages as necessary referencing the appropriate question.***

Needs Assessment and Deployment Planning

*ONAP Tribal Engagement Notice*¹ Requirement: Tribal governments should come to the table with a serious, well thought out assessment of the Tribes' communications needs. Issues that Tribal governments should consider include, for example, the Tribe's communications goals, needs, and priorities, as well as what the Tribe intends to do with communications services (e.g., provide connectivity to those living on Tribal lands, encourage economic opportunity). Tribal governments should also assess what core community or anchor institutions are central to deployment, and what in the nature and operation of these institutions is relevant to the need for communications services. In addition, Tribal governments should consider whether there are economic factors and possibly Tribally-driven opportunities that will assist in making the business case for deployment on Tribal lands, as well as opportunities where Tribal governments and communications providers can partner.

By telling us more about the specific needs of the Tribe, T-Mobile will be better equipped to determine if there are steps that it can take to better serve the Tribe, what any needed modifications or improvements might be, and how to best prioritize the action to meet those needs.

¹ FCC Public Notice, *Office of Native Affairs and Policy, Wireless Telecommunications Bureau, and Wireline Competition Bureau Issue Further Guidance on Tribal Government Engagement Obligation Provisions of the Connect America Fund*, DA 12-1165, July 19, 2012 ("ONAP Tribal Engagement Notice").

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Additional T-Mobile Information Requests for Needs Assessment and Deployment Planning:

1. Explain how the Tribe uses, or would like to use in the future, wireless telecommunication service to meet the needs of the Tribe, its members, residents, and other individuals on Tribal Lands, including voice, text, data/Internet, and other services, such as voice mail, conferencing, etc., high speed broadband service, and lifeline (affordable telephone) service.

2. Do you have any specific telecommunications needs of tribal entities, including tribal government and other tribal institutions? If so, please explain.

3. Are there locations within the Tribal Lands that are lacking wireless coverage? If so, please provide location information, including longitude and latitude, addresses, cross-streets, maps, or other visible markings to allow for inspection.

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Feasibility and Planning

ONAP Tribal Engagement Notice Requirement: Tribal Nations should be prepared to discuss any additional resources they may bring to bear in feasibility and sustainability planning for communications services, because many federal grant or loan programs provide direct access to, or particular standing for, Tribal Nations and their entities. That is, there are federal government programs that support infrastructure deployment and support the economic, health, safety, and welfare missions in Native communities—the very same priorities for the deployment of robust communications networks on Tribal lands.

By telling us more about any additional resources that the Tribe may have or is seeking access to for use in developing communications services, T-Mobile will be able to avoid suggesting duplicative infrastructure development and may be able to identify opportunities to leverage solutions that better serve the Tribe.

Additional T-Mobile Information Requests for Feasibility and Planning:

4. Do you have any cell sites or antenna towers that may be available to co-locate T-Mobile antennas and associated electronics? If, so please describe the equipment and/or facilities in detail, including information such as the antenna tower structure, height, and location.

5. Which providers currently offer telecommunications services on Tribal lands and what services do they provide? Are they sufficient to meet the Tribe's needs?

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6. Has the Tribe done any level of strategic planning relative to communications? If so, please explain the short-term and long-term telecommunications goals of the Tribe.

7. How can T-Mobile assist the Tribe in reaching these goals?

8. Are there any Tribal entities involved in the provisioning of telecommunications services, such as an E911 tribal public service answering point, tribal utility commission or tribal taxing authority, or a tribally owned telecommunications company? _____ If yes, please identify them and provide any contact information.

Marketing Services in a Culturally Sensitive Manner

ONAP Tribal Engagement Notice Requirement: Issues that Tribal governments and

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communications providers may wish to discuss include the tailoring of service offerings to the community through, for example, the feasibility of a local presence in the community. For example, locating a retail presence within a Tribal community and employing members of that community may increase awareness of and sensitivity to local cultural and communications needs. Providers and Tribal governments also may wish to discuss whether developing materials, separately or jointly, specific to the Tribal community would be beneficial to either the provider or consumers on Tribal lands. In addition, providers and Tribal governments also may wish to discuss what other elements of their respective organizations may need to be engaged. For Tribal governments, this may mean administrative planning, community service, and other governmental offices.

By telling us more about how T-Mobile can best reach and interact with the Tribal community, and any related requirements that the Tribe may have, the Company will be able to prepare communications and marketing strategies that are focused directly at the Tribal community needs.

Additional T-Mobile Information Requests for Marketing Services in a Culturally Sensitive Manner:

9. In order, what are the best methods for advertising and communicating with Tribal residents? Examples include tribal publications, radio, newsletters, regional newspapers, and other advertising and outreach methods such as direct mail.

10. How can T-Mobile best communicate with tribal officials (e.g. in-person, by phone or by email)?

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11. Are there any requirements or preferences in terms of the form or content of advertising and marketing, or perhaps the delivery timing (e.g. are there tribally recognized days or periods that could or should be avoided)?

12. Are there any tribal entities or individuals that need to be coordinated with as part of any advertising and outreach initiatives, including entities and individuals involved with, or responsible for, serving the needs of low-income consumers or consumers with special needs? If so, please identify them by name and provide contact information.

Rights of Way and Other Permitting and Review Processes

ONAP Tribal Engagement Notice Requirement. Tribal governments should have a comprehensive list of all processes with which communications providers serving their Tribal lands are required to comply, such as rights of way, land use permitting, facilities siting, and environmental and cultural review processes.

It is imperative that T-Mobile understand any requirements the Tribe may have related to providing service to the Tribe so that it may reasonably comply with such requirements.

Additional T-Mobile Information Requests on Rights of Way and Other Permitting and Review Process Requirements:

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13. Does the Tribe have any antenna siting requirements? If so, please attach a copy of those written requirements identified as such.

14. Does the Tribe require any permits or authorizations to provide communications services, (including rights-of-way, easements, and other licensing requirements) on Tribal Lands?
_____ If so, please identify and detail (or attach a copy of) any and all such requirements applicable to a telecommunications carrier.

15. What is the process of environmental review of any proposed construction, including tribal historic and cultural preservation? Please identify any tribal entities that require coordination or must approve of any construction on tribal lands.

16. Please explain the roles and responsibilities of BIA and any other tribal government entities in reviewing and approving site leases.

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Tribal Business and Licensing Requirements

ONAP Tribal Engagement Notice Requirement: Tribal governments should have a comprehensive list of any such requirements applicable to the provision of communications services. They should be prepared to provide an explanation of precisely what all such requirements entail, including specific application procedures and timeframes, as well as the governmental offices involved in the licensing process.

Additional T-Mobile Information Requests for Tribal Business and Licensing Requirements:

17. What tribal business and license requirements are applicable to a telecommunications service provider?

18. What taxes and fees apply to the provision of telecommunications services on tribal lands?

19. Are there specific individuals tasked with responsibility for coordination prior to carriers providing telecommunications services? _____ If yes, please provide names and

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contact information. If not, how would T-Mobile begin any required processes?

20. Please provide a reference to (or attach a copy of) all applicable laws and requirements for operation on tribal lands.

T-MOBILE LIFELINE RATES, TERMS AND CONDITIONS OF SERVICE

General Information

Upon designation as an Eligible Telecommunications Carrier (“ETC”), T-Mobile made available Lifeline service offerings to qualified low-income consumers that meet all applicable Lifeline requirements based on federal and state rules and orders governing the Low Income mechanism of the Federal Universal Service Fund (“FUSF”). T-Mobile has implemented the internal controls and processes to ensure compliance with the FCC’s rules and all applicable requirements.

T-Mobile has implemented internal controls and processes to ensure that only eligible consumers obtain Lifeline Service. In particular, T-Mobile directly administers its Lifeline program and the application of benefits. T-Mobile does not contract with third party agencies to verify eligibility for Lifeline, other than when required or allowed to rely upon information provided by a state selected entity to verify eligibility of qualified consumers. Specific T-Mobile representatives are trained to review and validate applications for eligibility based on the applicable rules in any given jurisdiction, and the same representatives are trained to follow all applicable rules related to document handling and retention in addition to other matters that impact low-income benefit applicants. Verification of eligibility for Lifeline occurs prior to enabling Lifeline discounted service for any qualifying consumer.

T-Mobile’s Lifeline Service Rates

<u>Rate Plans</u>	T-Mobile Postpaid Basic Rate Plan
Monthly Rate before Lifeline discount	\$19.99

Applicable Lifeline Discount ¹	\$13.50
Monthly rate for qualified low-income consumers ²	\$6.49
Talk	Unlimited
Text	Not included Available for purchase
Web	Not available
Nationwide calling	No extra charge
Add'l line(s) monthly cost	Not available
Activation Fee	None
SIM card or SIM Starter Kit	\$30.00

Consistent with paragraph 315 of the FCC's 2012 Lifeline Reform Order³, T-Mobile also offers existing customers who qualify for Lifeline the option to receive their benefits on select pay in advance and postpaid offerings that otherwise meet all applicable requirements. The rates for qualifying pay in advance service offerings are included below:

	T-Mobile Pay In Advance Eligible Rate Plans			
	Plan #1	Plan #2	Plan #3	Plan #4
Monthly Rate before Lifeline discount	\$50.00	\$60.00	\$70.00	\$80.00
Applicable Lifeline Discount ⁴	\$10.00	\$10.00	\$10.00	\$10.00
Monthly rate for qualified low-income consumers ⁵	\$40.00	\$50.00	\$60.00	\$70.00
Talk	Unlimited	Unlimited	Unlimited	Unlimited
Text	Unlimited	Unlimited	Unlimited	Unlimited
Web	Unlimited- speeds are reduced after 1GB	Unlimited – speeds are reduced after 3GB	Unlimited – speeds are reduced after 5GB	Unlimited

¹ T-Mobile offers a \$13.50 discount on its Basic Rate Plan consistent with its original designating order and provides a \$10.00 discount on other Lifeline service offerings based upon the applicable \$9.25 federal Lifeline discount and a Company additive of \$0.75. T-Mobile only seeks reimbursement for the \$9.25 federal Lifeline discount amount from the FUSF. For residents of tribal lands, T-Mobile offers an additional discount of up to \$25.00.

² Taxes and fees additional.

³ See *In the Matter of Lifeline and Link Up Reform and Modernization, Report and Order and Further Notice of Proposed Rulemaking*, WC Docket No. 11-42, FCC 12-11, released February 6, 2012 (“*Lifeline Reform Order*”), para. 315.

⁴ T-Mobile offers a \$10.00 discount on other Lifeline service offerings based upon the applicable \$9.25 federal Lifeline discount and a Company additive of \$0.75. T-Mobile only seeks reimbursement for the \$9.25 federal Lifeline discount amount from the FUSF. For residents of tribal lands, T-Mobile offers an additional discount of up to \$25.00.

⁵ Taxes and fees additional.

Nationwide calling	No extra charge	No extra charge	No extra charge	No extra charge
SIM card	\$30.00	\$30.00	\$30.00	\$30.00

T-Mobile's Lifeline service offerings provide consumers with access to traditional local voice services that are supported by the low-income mechanism of the FUSF and several other consumer benefits. For example, calls to 911 and to customer service (dialing 611 from the mobile handset) will be free calls, including that for customers on measured rate plans regardless of whether the customer has sufficient remaining minutes available in their account, and those calls will not be deducted from the monthly included minutes or charged as additional minutes. Additionally, qualified consumers who subscribe to T-Mobile's Lifeline offerings are not charged a fee for local number portability or the FUSF. In addition to local voice services, Lifeline customers will also have the ability to use their phone throughout T-Mobile's nationwide network and T-Mobile roaming partner networks. Lifeline service includes many standard calling features at no additional charge, including voice mail, caller identification and call-waiting services.

Customers who receive Lifeline benefits may also have access to other services such as directory assistance, international dialing and other information type services that are charged per use depending on the offering they select. These services, if provided, are available on a pay per use basis and the current charges for these services are made available to customers at the time of activation, on the applicable website for the service offering, and upon request by dialing 611 (a free call from a T-Mobile phone). Lifeline customers will have the option to decline or block such services at no additional charge.

In the future, T-Mobile may also make available other Lifeline service offerings to qualified low-income consumers, consistent with all applicable requirements.

Lifeline Terms and Conditions of Services

Lifeline consumers must meet all applicable eligibility requirements to obtain Lifeline service from T-Mobile. As an eligible Lifeline consumer, customers of T-Mobile will be subject to all applicable federal and state requirements governing Lifeline service. Lifeline customers must also comply with the terms and conditions Lifeline service. T-Mobile does not require its Lifeline customers to complete a credit check nor is a Lifeline qualified consumer required to commit to a service agreement term based solely on the fact that s/he is qualified to receive Lifeline benefits. The current terms and conditions for T-Mobile are included as Attachment 1 and are set forth in the T-Mobile Terms and Conditions available at www.t-mobile.com. To the extent T-Mobile makes available other Lifeline service offerings in the future, the terms and conditions of service will be consistent with all applicable requirements.

Additionally, T-Mobile has prepared applications for Lifeline benefits that meet all applicable requirements within each jurisdiction that the Company provides Lifeline service and contain specific terms and conditions for customers receiving Lifeline benefits. T-Mobile's standard Lifeline application was reviewed and approved by the Federal Communications Commission⁶ and is updated periodically based upon changes in applicable requirements, including revisions to the Federal Poverty Guidelines. T-Mobile makes its Lifeline application available to consumers via its website, upon request which can be made in writing, by email or by phone, and in other areas where consumers who are likely to qualify may have access.

⁶ See *In the Matter of Petition of T-Mobile USA, Inc. for Designation as a Low-Income Eligible Telecommunications Carrier, et al*, WC Docket 09-197, DA 12-1339, August 16, 2012 (*T-Mobile FCC ETC Designation*).

T-Mobile's Lifeline applications include all of the language required by applicable federal rules. In particular, T-Mobile prominently includes the following notifications in its Lifeline applications:

- Lifeline is a Federal benefit that is not transferrable to any other person;
- Lifeline service is available for only one line per household. A household cannot receive benefits from multiple providers;
- A household is defined, for purposes of the Lifeline program, as any individual or group of individuals living at the same address that share income and expenses; and
- Violation of the one-per household rule is not permitted under federal rules and will result in the subscriber's de-enrollment from the program and possible criminal prosecution by the U.S. Government.

T-Mobile also requires that consumers certify to and acknowledge the following with respect to their application for Lifeline benefits:

- The information provided in this Application is true and correct to the best of my knowledge; I acknowledge that willfully providing false or fraudulent information in order to receive Lifeline service is punishable by fine or imprisonment, termination of all Lifeline benefits, and being barred from participating in the Lifeline program.
- I am eligible for Lifeline service through participation in the qualifying program(s) or meeting the income requirements as identified above.
- I have provided documentation of eligibility for Lifeline service, unless otherwise specifically exempted from providing such documentation, and the documentation I have provided demonstrates my eligibility. If I've provided income documentation other than a prior year's state, federal, or tribal tax return, I've submitted three consecutive months worth of the same type of document within the current calendar year. I understand that submitted documents will not be returned.
- I understand that I am required to inform T-Mobile within 30 days of any potential change in eligibility, including, but not limited to: (i) a move or change of address; (ii) any change in participation in the programs identified above or change in income or Household members; (iii) receiving Lifeline service from another provider; or (iv) any other change that would affect my

eligibility for Lifeline service from T-Mobile; and that any failure to do so may result in penalties including loss of Lifeline benefits (among other things).

- I have provided the address where I currently reside and, if a temporary address has been provided, then I acknowledge that T-Mobile may attempt to verify my address every 90 days, and, if I do not respond to verification attempts within 30 days, then my Lifeline service may be terminated.
- My Household will receive only one Lifeline benefit and, to the best of my knowledge, no one in my Household is currently receiving Lifeline service from any other provider, wireline or wireless, postpaid, prepaid or free.
- I acknowledge that I will be required to annually re-certify eligibility and may be required to re-certify continued eligibility for Lifeline at any time and failure to re-certify will result in the termination of Lifeline benefits or other penalties.
- I authorize T-Mobile and its agents to access any records (including financial records) required to verify my statements herein and to confirm my eligibility for Lifeline service. I authorize government agencies and their authorized representatives to discuss with and/or provide information to T-Mobile and its agents verifying my participation in public assistance programs that qualify me for Lifeline service.
- I acknowledge that T-Mobile may, and I give my consent for T-Mobile to, provide my personal information, including my name, address, and telephone number among other items as required, to the Universal Service Administrative Company for the purposes of verifying that neither I, nor anyone else in my Household, receive more than one Lifeline benefit.

A copy of the Lifeline application that T-Mobile makes available to consumers to use to apply for Lifeline services is included as Attachment 2. In Florida, T-Mobile also voluntarily coordinates with the state administrator to provide Lifeline benefits to consumers whose eligibility was determined by the state administrator using its application.